

**CITY OF SUNNYVALE  
SERVICE REVIEW PROCESS**

**Department Summary**

**Department:** Human Resources

**Program:** Personnel Services

<b>No.</b>	<b>Service Name</b>	<b>Category Assignment (Staff)</b>	<b>Category Assignment (Council)</b>	<b>Council Comments</b>
1.	Provide Workforce Planning and Management and Employment Services`	Core Internal		
2.	Provide Classification Plan Administration	Core Internal		
3.	Manage the City's Employer-Employee Relations and Collective Bargaining Processes	Legally Mandated: Other Government Agency City Charter City Ordinance Core Internal		

4.	Provide Grievance Consultation Services	Legally Mandated: Other Government Agency City Charter City Ordinance Core Internal		
5.	Provide Management of Personnel Services Program and City-Wide Human Resources Consultation	Core Internal		
6.	Discipline Consultation and Personnel Board Support for Appeals of Disciplinary Action	Core Internal		
7.	Provide Support for Program and Department Services	Core Internal		

**Program:** Insurances, Retirement and Incentives

8.	Manage Employee Insurance and Retirement Programs	Legally Mandated: Other Government Agency City Charter Core Internal		
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9.	Provide Employee Incentives	Optional		
10.	Administer Pay, Benefits, and Leave Programs; Human Resources Payroll Administration; Compensation Analysis; and Benefits Consultation	Legally Mandated: Other Government Agency Core Internal		
11.	Provide General Management of Compensation Program	Core Internal		
12.	Provide Support for Program Services	Legally Mandated: Other Government Agency Core Internal		
13.	Provide Training for City Employees	Optional		
14.	Provide Administration of the City's Performance Evaluations Systems and Related Activities	Core Internal		

**Program:** Workers' Compensation Program

15.	Provide Third Party Administration of Workers' Compensation Program	Legally Mandated: Other Government Agency Core Internal		
16.	Manage the Self-Insured Workers' Compensation Program to Provide Appropriate Benefits in Accordance with State Labor Code	Legally Mandated: Other Government Agency		
17.	Provide Workers' Compensation Litigation Administration Services	Legally Mandated: Other Government Agency		
18.	Provide Occupational Exposure Reduction Services	Legally Mandated: Other Government Agency Core Internal		
19.	Provide Legally Mandated Safety Training	Legally Mandated: Other Government Agency Core Internal		

20.	Provide General Management for Workers' Compensation Program	Legally Mandated: Other Government Agency Core Internal		
21.	Provide Support for Workers' Compensation Program	Core Internal		
22.	Administer City's Self-Insured Short-Term Disability Program	Legally Mandate: Other Government Agency Core Internal		

**Program:** Self-Funded Liability and Property Program

23.	Represent City in JPA for Property and Liability Insurance Coverage	Legally Mandated: Joint Powers Agreement Core Internal		
24.	Provide Litigation Services for the City's Self-Funded Property and Liability Program Through Outside Legal Counsel	Legally Mandated: Other Government Agency Core Internal		

25.	Administer Tort Claims for the City's Self-Funded Property and Liability Program	Legally Mandated: Other Government Agency		
26.	Provide Third-Party Recovery Services for the City's Self-Funded Property and Liability Program	Core Internal		
27.	Provide Internal Claims Investigation Service	Legally Mandated: Other Government Agency Core Internal		
28.	Provide External Claims Investigation Services	Legally Mandated: Other Government Agency Core Internal		
29.	Coordinate City-Wide Exposure Reduction Services	Core Internal		
30.	Investigate Harassment/ Discrimination Claims Against the City	Core Internal		
31.	Provide Management of Liability and Property Program	Core Internal		

32.	Provide Support for Liability and Property Program	Core Internal		
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